



Selective Service System

National Headquarters | Arlington, Virginia 22209-2461
www.sss.gov

March 4, 2019

Mr. Gregory Korte
USA Today
7950 Jones Branch Drive
McLean, VA 22108-0605

gkorte@usatoday.com

Dear Mr. Korte,

This is in response to your FOIA request dated February 28, 2019 and received in this office on March 1, 2019 requesting, "*all call center reports tracking inquiries or requests for status information letters.*" The requested information is attached.

If you consider this response to be a denial of your request, you may file an appeal. Your appeal must be received within 90 calendar days of the date of the initial denial letter by the Director of the Selective Service. Please address your appeal to the following office:

Director
Selective Service System
1515 Wilson Blvd.
Arlington, VA 22209

Thank you for your inquiry. If you have any further questions, please do not hesitate to contact the Office of Public and Intergovernmental Affairs at the address above.

Sincerely,

Wadi A. Yakhour
Chief FOIA Officer

Attachments

Wrap Up Codes



Date Time Range: 1/1/2018 00:00:00 - 12/31/2018 23:59:59 (Last Year)
 Display interaction detail: No
 Group Order: Wrap Up Code

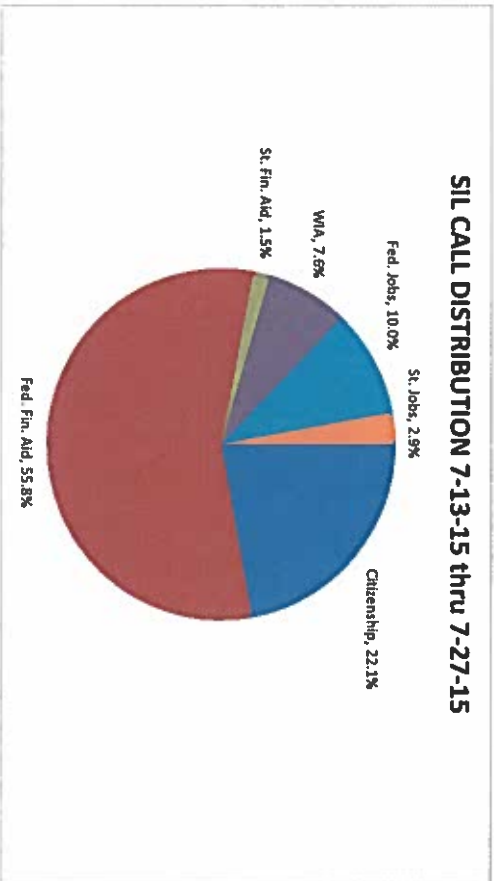
	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Citizenship	3,601	12:03:53:41	00:04:52	0	00:00:00	00:00:00	3,601	12:03:53:41	00:04:52
Compliance	12,519	26:20:55:21	00:03:05	0	00:00:00	00:00:00	12,519	26:20:55:21	00:03:05
Entitlements	14,903	42:15:01:19	00:04:07	0	00:00:00	00:00:00	14,902	42:14:56:13	00:04:07
Information	21,052	41:21:20:44	00:02:52	0	00:00:00	00:00:00	21,047	41:21:17:22	00:02:52
No Caller/Silence	2,191	1:07:49:32	00:00:52	0	00:00:00	00:00:00	2,191	1:07:49:32	00:00:52
NS	2,317	6:18:32:42	00:04:13	0	00:00:00	00:00:00	2,317	6:18:32:42	00:04:13
Registration	38,683	98:11:16:22	00:03:35	0	00:00:00	00:00:00	38,677	98:10:58:26	00:03:35
SIL	31,685	111:23:55:12	00:05:06	0	00:00:00	00:00:00	31,684	111:23:51:00	00:05:06

SIL Phone Call Distribution
July 13, 2015 - July 27, 2015

States/Territories that have no state aid requirement														
	Citizenship	Citizenship	Fed. Fin. Aid	Fed. Fin. Aid	St. Fin. Aid	St. Fin. Aid	WIA	WIA	Fed. Jobs	Fed. Jobs	St. Jobs	St. Jobs	Total	Pct.
	Calls	Pct.	Calls	Pct.	Calls	Pct.	Calls	Pct.	Calls	Pct.	Calls	Pct.	Calls	of Total
AK		0.0%	1	25.0%	1	25.0%		0.0%	2	50.0%		0.0%	4	0.36%
AL	1	10.0%	6	60.0%			1	10.0%	2	20.0%		0.0%	10	0.90%
AR		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.18%
AS		0.0%						0.0%		0.0%		0.0%	0	0.00%
AZ		0.0%	17	70.8%		0.0%	5	20.8%	1	4.2%	1	4.2%	24	2.16%
CA	69	33.3%	91	44.0%	2	1.0%	20	9.7%	16	7.7%	9	4.3%	207	18.62%
Foreign	1	33.3%	1	33.3%		0.0%		0.0%	1	33.3%		0.0%	3	0.27%
CO	4	44.4%	5	55.6%		0.0%		0.0%		0.0%		0.0%	9	0.81%
CT	2	15.4%	7	53.8%		0.0%	3	23.1%	1	7.7%		0.0%	13	1.17%
DC		0.0%	5	83.3%		0.0%	1	16.7%	2	100.0%		0.0%	6	0.54%
DE		0.0%		0.0%		0.0%		0.0%	13	16.7%	3	3.8%	2	0.18%
FL	19	24.4%	41	52.6%		0.0%	2	2.6%		0.0%		0.0%	78	7.01%
FM		0.0%		0.0%		0.0%		0.0%	5	11.9%	1	2.4%	0	0.00%
GA	9	21.4%	19	45.2%	2	4.8%	6	14.3%	1	100.0%	1	2.4%	42	3.78%
GU		0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%	1	0.09%
HI	3	100.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.27%
IA	1	16.7%	5	83.3%		0.0%		0.0%		0.0%		0.0%	6	0.54%
ID		0.0%	1	50.0%	1	50.0%		0.0%		0.0%		0.0%	2	0.18%
IL	1	3.7%	13	48.1%	2	7.4%	6	22.2%	4	14.8%	1	3.7%	27	2.43%
IN	3	23.1%	8	61.5%	1	7.7%		0.0%	1	7.7%		0.0%	13	1.17%
KS	2	33.3%	3	50.0%		0.0%	1	16.7%	3	20.0%		0.0%	6	0.54%
KY	4	26.7%	7	46.7%		0.0%	1	6.7%	2	22.2%		0.0%	15	1.35%
LA		0.0%	7	77.8%		0.0%		0.0%	2	22.2%		0.0%	9	0.81%
MA	13	32.5%	18	45.0%	1	2.5%		0.0%	8	20.0%		0.0%	40	3.60%
MD	8	17.8%	30	66.7%		0.0%	2	4.4%	5	11.1%		0.0%	45	4.05%
ME	1	12.5%	6	75.0%		0.0%	1	12.5%		0.0%		0.0%	8	0.72%
MH		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MI	7	17.1%	28	68.3%	1	2.4%	2	4.9%	3	7.3%		0.0%	41	3.69%
MN	3	13.6%	15	68.2%		0.0%	2	9.1%	2	9.1%		0.0%	22	1.98%
MO	1	7.1%	12	85.7%		0.0%		0.0%	1	7.1%		0.0%	14	1.26%
MP		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MS	1	11.1%	7	77.8%		0.0%		0.0%		0.0%	1	11.1%	9	0.81%
MT		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
NC	5	11.9%	31	73.8%		0.0%	2	4.8%	3	7.1%	1	2.4%	42	3.78%
ND		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.18%
NE		0.0%	4	57.1%		0.0%	3	42.9%		0.0%		0.0%	7	0.63%
NH		0.0%	1	50.0%		0.0%		0.0%	1	50.0%		0.0%	2	0.18%
NJ	17	32.1%	25	47.2%		0.0%	4	7.5%	5	9.4%	2	3.8%	53	4.77%
NM	2	66.7%	1	33.3%		0.0%		0.0%		0.0%		0.0%	3	0.27%
NV		0.0%	15	93.8%		0.0%		0.0%		0.0%	1	6.3%	16	1.44%
NY	24	30.0%	50	62.5%		0.0%		0.0%	4	5.0%	2	2.5%	80	7.19%
OH	1	5.9%	11	64.7%		0.0%	3	17.6%	2	11.8%		0.0%	17	1.53%
OK		0.0%	3	37.5%	1	12.5%	4	50.0%		0.0%		0.0%	8	0.72%
OR	1	16.7%	4	66.7%		0.0%		0.0%	1	16.7%		0.0%	6	0.54%
PA	3	9.1%	20	60.6%	1	3.0%	5	15.2%	4	12.1%		0.0%	33	2.97%
PR	1	11.1%	7	77.8%		0.0%		0.0%	1	11.1%		0.0%	9	0.81%
PW		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
RI		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.09%
SC	1	14.3%	5	71.4%	1	14.3%		0.0%		0.0%		0.0%	7	0.63%
SD		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%

TN	2	9.5%	6	28.6%	0.0%	3	14.3%	1	4.8%	9	42.9%	21	1.89%	
TX	22	29.7%	40	54.1%	2	2.7%	5	6.8%	5	6.8%	0.0%	74	6.65%	
UT		0.0%	4	57.1%	0.0%	1	14.3%	1	14.3%	1	14.3%	7	0.63%	
VA	10	31.3%	14	43.8%	1	3.1%	2	6.3%	5	15.6%	0.0%	32	2.88%	
VI		0.0%		0.0%	0.0%		0.0%	0.0%	0.0%	0	0.0%	0	0.00%	
VT		0.0%		0.0%	0.0%		0.0%	0.0%	0.0%	0	0.0%	0	0.00%	
WA	3	18.8%	11	68.8%	0.0%		0.0%	2	12.5%	0.0%	0.0%	16	1.44%	
WI	1	7.7%	12	92.3%	0.0%		0.0%		0.0%		0.0%	13	1.17%	
WV		0.0%		0.0%	0.0%		0.0%	2	100.0%		0.0%	2	0.18%	
WY		0.0%		0.0%	0.0%		0.0%		0.0%		0.0%	0	0.00%	
ALL	246	22.1%	621	55.8%	17	1.5%	85	7.6%	111	10.0%	32	2.9%	1,112	100.00%

SIL CALL DISTRIBUTION 7-13-15 thru 7-27-15



SIL Phone Call Distribution
September 19 - 23, 2016

States/Territories that have no state aid requirement

	Citizenship Calls	Citizenship Pct.	Fed. Fin. Aid Calls	Fed. Fin. Aid Pct.	St. Fin. Aid Calls	St. Fin. Aid Pct.	WIA Calls	WIA Pct.	Fed. Jobs Calls	Fed. Jobs Pct.	St. Jobs Calls	St. Jobs Pct.	Total Calls	Pct. of Total
AK		0.0%		0.0%		0.0%		0.0%	2	100.0%		0.0%	2	0.31%
AL		0.0%	7	70.0%	1	10.0%	1	10.0%	1	10.0%		0.0%	10	1.57%
AR	2	50.0%		0.0%	1	25.0%	1	25.0%		0.0%		0.0%	4	0.63%
AS		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
AZ	2	18.2%	5	45.5%	1	9.1%	2	18.2%	1	9.1%		0.0%	11	1.73%
CA	35	28.2%	68	54.8%	2	1.6%	11	8.9%	8	6.5%		0.0%	124	19.53%
Foreign		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.16%
CO	2	18.2%	4	36.4%		0.0%		0.0%	5	45.5%		0.0%	11	1.73%
CT		0.0%	5	71.4%	1	14.3%		0.0%	1	14.3%		0.0%	7	1.10%
DC		0.0%	2	66.7%		0.0%		0.0%		0.0%	1	33.3%	3	0.47%
DE		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.16%
FL	9	27.3%	15	45.5%		0.0%	2	6.1%	6	18.2%	1	3.0%	33	5.20%
FM		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.16%
GA	4	17.4%	10	43.5%	1	4.3%		0.0%	8	34.8%		0.0%	23	3.62%
GU		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
HI		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
IA	1	25.0%	2	50.0%		0.0%		0.0%	1	25.0%		0.0%	4	0.63%
ID		0.0%		0.0%		0.0%		0.0%		0.0%	1	100.0%	1	0.16%
IL	3	11.1%	14	51.9%	1	3.7%	5	18.5%	4	14.8%		0.0%	27	4.25%
IN		0.0%	7	87.5%		0.0%		0.0%	1	12.5%		0.0%	8	1.26%
KS		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.31%
KY		0.0%	4	100.0%		0.0%		0.0%		0.0%		0.0%	4	0.63%
LA		0.0%	3	60.0%	1	20.0%		0.0%	1	20.0%		0.0%	5	0.79%
MA	4	18.2%	12	54.5%		0.0%		0.0%	5	22.7%	1	4.5%	22	3.46%
MD	6	26.1%	14	60.9%		0.0%		0.0%	3	13.0%		0.0%	23	3.62%
ME		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MH		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MI		0.0%	14	82.4%		0.0%	1	5.9%	2	11.8%		0.0%	17	2.68%
MN	2	22.2%	4	44.4%		0.0%		0.0%	3	33.3%		0.0%	9	1.42%
MO		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.31%
MP		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MS		0.0%	3	60.0%		0.0%	1	20.0%	1	20.0%		0.0%	5	0.79%
MT		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.16%
NC	4	18.2%	12	54.5%		0.0%	5	22.7%	1	4.5%		0.0%	22	3.46%
ND		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
NE		0.0%	2	66.7%		0.0%	1	33.3%	1	100.0%		0.0%	3	0.47%
NH		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.16%
NJ	5	16.7%	16	53.3%		0.0%		0.0%	7	23.3%	2	6.7%	30	4.72%
NM		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.16%
NV	1	33.3%	1	33.3%		0.0%		0.0%	1	33.3%		0.0%	3	0.47%
NY	15	27.8%	26	48.1%		0.0%	1	1.9%	9	16.7%	3	5.6%	54	8.50%
OH	4	33.3%	7	58.3%		0.0%	1	8.3%	1	12.5%		0.0%	12	1.89%
OK		0.0%	6	75.0%		0.0%		0.0%		0.0%		0.0%	8	1.26%
OR	1	25.0%	3	75.0%		0.0%	3	10.3%	3	10.3%		0.0%	4	0.63%
PA	3	10.3%	20	69.0%		0.0%		0.0%	1	10.0%		0.0%	10	1.57%
PR	1	10.0%	8	80.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
PW		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.31%
RI	1	50.0%	1	50.0%		0.0%		0.0%		0.0%		0.0%		
SC	1	20.0%	4	80.0%		0.0%		0.0%		0.0%		0.0%	5	0.79%

SIL Phone Call Distribution
March 6-10, 2017

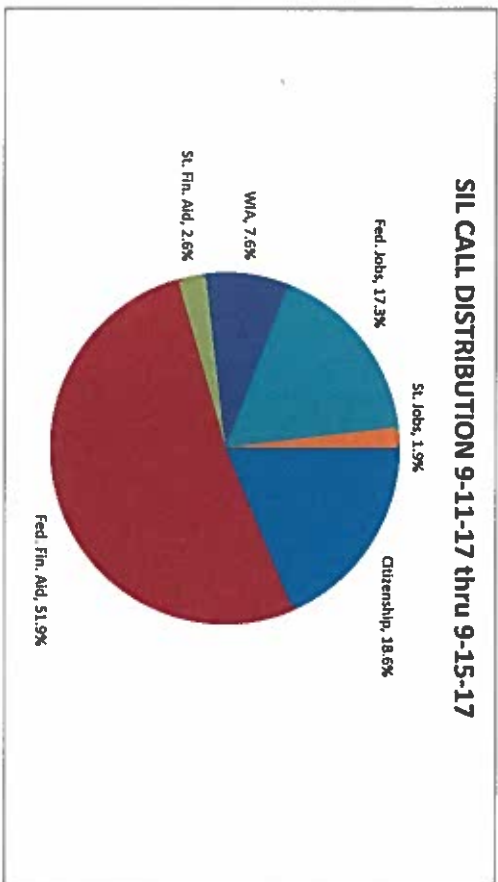
	Citizenship Calls	Citizenship Pct.	Fed. Fin. Aid Calls	Fed. Fin. Aid Pct.	St. Fin. Aid Calls	St. Fin. Aid Pct.	WIA Calls	WIA Pct.	Fed. Jobs Calls	Fed. Jobs Pct.	St. Jobs Calls	St. Jobs Pct.	Total Calls	Pct. of Total
AK		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.28%
AL		0.0%		0.0%	3	60.0%		0.0%	1	20.0%	1	20.0%	5	0.69%
AR	6	54.5%	5	45.5%		0.0%		0.0%		0.0%		0.0%	11	1.53%
AS		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
AZ	10	47.6%	7	33.3%		0.0%		0.0%	3	14.3%	1	4.8%	21	2.91%
CA	62	41.1%	52	34.4%	6	4.0%	10	6.6%	17	11.3%	4	2.6%	151	20.94%
Foreign	10	100.0%		0.0%		0.0%		0.0%		0.0%		0.0%	10	1.39%
CO	2	33.3%	2	33.3%		0.0%	1	16.7%	1	16.7%		0.0%	6	0.83%
CT	6	42.9%	4	28.6%		0.0%		0.0%	4	28.6%		0.0%	14	1.94%
DC	3	60.0%	1	20.0%		0.0%		0.0%	1	20.0%		0.0%	5	0.69%
DE	1	33.3%	1	33.3%		0.0%	1	33.3%		0.0%		0.0%	3	0.42%
FL	20	41.7%	17	35.4%	2	4.2%	1	2.1%	7	14.6%	1	2.1%	48	6.66%
FM		0.0%		0.0%	3	100.0%		0.0%		0.0%		0.0%	3	0.42%
GA	7	28.0%	12	48.0%	2	8.0%		0.0%	4	16.0%		0.0%	25	3.47%
GU		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
HI		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
IA	2	66.7%	1	33.3%		0.0%		0.0%		0.0%		0.0%	3	0.42%
ID		0.0%	5	20.0%	5	20.0%	2	8.0%	2	8.0%		0.0%	0	0.00%
IL	11	44.0%	4	57.1%		0.0%	1	14.3%	1	14.3%		0.0%	7	0.97%
IN	1	14.3%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
KS	2	40.0%	2	40.0%		0.0%		0.0%	1	20.0%		0.0%	5	0.69%
KY		0.0%		0.0%	2	11.8%	1	0.0%	3	17.6%		0.0%	17	2.36%
LA	8	47.1%	4	23.5%	2	6.7%	1	3.3%	9	30.0%		0.0%	30	4.16%
MA	9	30.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
MD		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
ME		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
MH		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MI	3	15.8%	14	73.7%		0.0%	2	10.5%		0.0%		0.0%	19	2.64%
MN	3	42.9%	2	28.6%		0.0%	1	14.3%	1	14.3%		0.0%	7	0.97%
MO	2	22.2%	4	44.4%		0.0%	3	33.3%		0.0%		0.0%	9	1.25%
MP		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MS	1	33.3%	1	33.3%		0.0%	1	33.3%		0.0%		0.0%	3	0.42%
MT		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
NC	8	32.0%	11	44.0%		0.0%	3	12.0%	3	12.0%		0.0%	25	3.47%
ND	1	100.0%		0.0%		0.0%		0.0%	1	50.0%		0.0%	1	0.14%
NE		0.0%	1	50.0%		0.0%	1	0.0%	1	50.0%		0.0%	2	0.28%
NH		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
NJ	15	36.6%	10	24.4%	4	9.8%	1	2.4%	9	22.0%	2	4.9%	41	5.69%
NM		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
NV	1	14.3%	4	57.1%	1	14.3%		0.0%	1	14.3%		0.0%	7	0.97%
NY	24	46.2%	15	28.8%	3	5.8%		0.0%	10	19.2%		0.0%	52	7.21%
OH		0.0%	3	100.0%		0.0%		0.0%		0.0%		0.0%	3	0.42%
OK	1	25.0%	3	75.0%		0.0%		0.0%		0.0%		0.0%	4	0.55%
OR		0.0%	5	83.3%	1	16.7%		0.0%		0.0%		0.0%	6	0.83%
PA	9	30.0%	10	33.3%	6	20.0%	2	6.7%	3	10.0%		0.0%	30	4.16%
PR	3	21.4%	8	57.1%		0.0%		0.0%	3	21.4%		0.0%	14	1.94%
PW		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
RI		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
SC		0.0%	5	83.3%		0.0%		0.0%	1	16.7%		0.0%	6	0.83%

SIL Phone Call Distribution
September 11-15, 2017

	Citizenship Calls	Citizenship Pct.	Fed. Fin. Aid Calls	Fed. Fin. Aid Pct.	St. Fin. Aid Calls	St. Fin. Aid Pct.	W/A Calls	W/A Pct.	Fed. Jobs Calls	Fed. Jobs Pct.	St. Jobs Calls	St. Jobs Pct.	Total Calls	Pct. of Total
AK		0.0%	1	50.0%		0.0%		0.0%	1	50.0%		0.0%	2	0.29%
AL	2	22.2%	1	11.1%	1	11.1%	2	22.2%	3	33.3%		0.0%	9	1.30%
AR		0.0%	2	66.7%		0.0%		0.0%	1	33.3%		0.0%	3	0.43%
AS		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
AZ	3	42.9%	3	42.9%		0.0%		0.0%	1	14.3%		0.0%	7	1.01%
CA	34	22.1%	84	54.5%	2	1.3%	8	5.2%	23	14.9%	3	1.9%	154	22.22%
Foreign		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
CO	1	33.3%	2	66.7%		0.0%		0.0%		0.0%		0.0%	3	0.43%
CT	3	20.0%	6	40.0%		0.0%	3	20.0%	2	13.3%	1	6.7%	15	2.16%
DC		0.0%	4	66.7%		0.0%		0.0%	1	16.7%	1	16.7%	6	0.87%
DE		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
FL	5	17.2%	16	55.2%	1	3.4%	1	3.4%	5	17.2%	1	3.4%	29	4.18%
FM		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
GA	1	7.7%	5	38.5%	1	7.7%	3	23.1%	3	23.1%		0.0%	13	1.88%
GU		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
HI		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
IA		0.0%	2	66.7%		0.0%		0.0%	1	33.3%		0.0%	3	0.43%
ID		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
IL	4	28.6%	4	28.6%	1	7.1%	5	35.7%		0.0%		0.0%	14	2.02%
IN		0.0%	6	54.5%		0.0%	2	18.2%	3	27.3%		0.0%	11	1.59%
KS		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
KY	1	16.7%	5	83.3%		0.0%		0.0%		0.0%		0.0%	6	0.87%
LA		0.0%	1	50.0%		0.0%		0.0%	1	50.0%		0.0%	2	0.29%
MA	8	30.8%	11	42.3%		0.0%	1	3.8%	6	23.1%		0.0%	26	3.75%
MD	5	18.5%	15	55.6%		0.0%	1	3.7%	6	22.2%		0.0%	27	3.90%
ME		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
MH		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MI		0.0%	9	75.0%		0.0%	1	8.3%	1	8.3%	1	8.3%	12	1.73%
MN		0.0%	6	60.0%		0.0%	1	10.0%	3	30.0%		0.0%	10	1.44%
MO		0.0%	4	80.0%	1	20.0%		0.0%		0.0%		0.0%	5	0.72%
MP		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MS		0.0%	4	100.0%		0.0%		0.0%		0.0%		0.0%	4	0.58%
MT		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.29%
NC	3	16.7%	9	50.0%		0.0%	3	16.7%	3	16.7%		0.0%	18	2.60%
ND		0.0%		0.0%		0.0%		0.0%	3	100.0%		0.0%	3	0.43%
NE		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
NH		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
NJ	10	25.6%	13	33.3%	3	7.7%	5	12.8%	6	15.4%	2	5.1%	39	5.63%
NM		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.14%
NV	2	16.7%	6	50.0%		0.0%		0.0%	4	33.3%		0.0%	12	1.73%
NY	16	32.0%	21	42.0%	1	2.0%	2	4.0%	8	16.0%	2	4.0%	50	7.22%
OH	2	12.5%	9	56.3%	1	6.3%	2	12.5%	2	12.5%		0.0%	16	2.31%
OK	1	20.0%	2	40.0%		0.0%		0.0%	1	20.0%	1	20.0%	5	0.72%
OR		0.0%	4	100.0%		0.0%		0.0%		0.0%		0.0%	4	0.58%
PA	1	3.2%	23	74.2%		0.0%	3	9.7%	4	12.9%		0.0%	31	4.47%
PR		0.0%	5	45.5%	3	27.3%	3	27.3%		0.0%		0.0%	11	1.59%
PW		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
RI		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
SC		0.0%	3	50.0%	1	16.7%		0.0%	2	33.3%		0.0%	6	0.87%

SD		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
TN		0.0%	3	42.9%	1	14.3%	1	14.3%	2	28.6%		0.0%	7	1.01%
TX	16	26.7%	37	61.7%	1	1.7%	2	3.3%	3	5.0%	1	1.7%	60	8.66%
UT	2	66.7%		0.0%		0.0%		0.0%		33.3%		0.0%	3	0.43%
VA	3	20.0%	7	46.7%		0.0%		0.0%	5	33.3%		0.0%	15	2.16%
VI		0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.14%
VT		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
WA	5	18.5%	13	48.1%		0.0%		0.0%	9	33.3%		0.0%	27	3.90%
WI	1	11.1%	6	66.7%		0.0%	1	11.1%	1	11.1%		0.0%	9	1.30%
WV		0.0%		0.0%		0.0%	1	100.0%		0.0%		0.0%	1	0.14%
WY		0.0%		0.0%		0.0%	2	66.7%	1	33.3%		0.0%	3	0.43%
ALL	129	18.6%	360	51.9%	18	2.6%	53	7.6%	120	17.3%	13	1.9%	693	100.00%

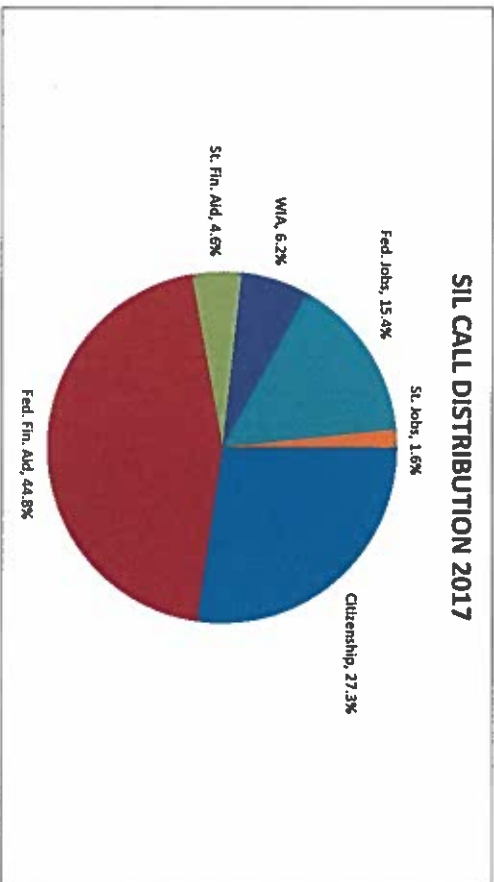
SIL CALL DISTRIBUTION 9-11-17 thru 9-15-17



SIL Phone Call Distribution
Annual 2017

	Citizenship Calls	Citizenship Pct.	Fed. Fin. Aid Calls	Fed. Fin. Aid Pct.	St. Fin. Aid Calls	St. Fin. Aid Pct.	WIA Calls	WIA Pct.	Fed. Jobs Calls	Fed. Jobs Pct.	St. Jobs Calls	St. Jobs Pct.	Total Calls	Pct. of Total
AK	0	0.0%	3	75.0%	0	0.0%	0	0.0%	1	25.0%	0	0.0%	4	0.28%
AL	2	14.3%	1	7.1%	4	28.6%	2	14.3%	4	28.6%	1	7.1%	14	0.99%
AR	6	42.9%	7	50.0%	0	0.0%	0	0.0%	1	7.1%	0	0.0%	14	0.99%
AS	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.00%
AZ	13	46.4%	10	35.7%	0	0.0%	0	0.0%	4	14.3%	1	3.6%	28	1.98%
CA	96	31.5%	136	44.6%	8	2.6%	18	5.9%	40	13.1%	7	2.3%	305	21.57%
Foreign	10	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	10	0.71%
CO	3	33.3%	4	44.4%	0	0.0%	1	11.1%	1	11.1%	0	0.0%	9	0.64%
CT	9	31.0%	10	34.5%	0	0.0%	3	10.3%	6	20.7%	1	3.4%	29	2.05%
DC	3	27.3%	5	45.5%	0	0.0%	0	0.0%	2	18.2%	1	9.1%	11	0.78%
DE	1	33.3%	1	33.3%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	3	0.21%
FL	25	32.5%	33	42.9%	3	3.9%	2	2.6%	12	15.6%	2	2.6%	77	5.45%
FM	0	0.0%	0	0.0%	3	100.0%	0	0.0%	0	0.0%	0	0.0%	3	0.21%
GA	8	21.1%	17	44.7%	3	7.9%	3	7.9%	7	18.4%	0	0.0%	38	2.69%
GU	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.07%
HI	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	0.07%
IA	2	33.3%	3	50.0%	0	0.0%	0	0.0%	1	16.7%	0	0.0%	6	0.42%
ID	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.07%
IL	15	38.5%	9	23.1%	6	15.4%	7	17.9%	2	5.1%	0	0.0%	39	2.76%
IN	1	5.6%	10	55.6%	0	0.0%	3	16.7%	4	22.2%	0	0.0%	18	1.27%
KS	0	0.0%	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.14%
KY	3	27.3%	7	63.6%	0	0.0%	0	0.0%	1	9.1%	0	0.0%	11	0.78%
LA	0	0.0%	1	33.3%	0	0.0%	1	33.3%	1	33.3%	0	0.0%	3	0.21%
MA	16	37.2%	15	34.9%	2	4.7%	1	2.3%	9	20.9%	0	0.0%	43	3.04%
MD	14	24.6%	24	42.1%	2	3.5%	2	3.5%	15	26.3%	0	0.0%	57	4.03%
ME	0	0.0%	1	50.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%	2	0.14%
MH	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.00%
MI	3	9.7%	23	74.2%	0	0.0%	3	9.7%	1	3.2%	1	3.2%	31	2.19%
MN	3	17.6%	8	47.1%	0	0.0%	2	11.8%	4	23.5%	0	0.0%	17	1.20%
MO	2	14.3%	8	57.1%	1	7.1%	3	21.4%	0	0.0%	0	0.0%	14	0.99%
MP	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.00%
MS	1	14.3%	5	71.4%	0	0.0%	1	14.3%	0	0.0%	0	0.0%	7	0.50%
MT	0	0.0%	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.14%
NC	11	25.6%	20	46.5%	0	0.0%	6	14.0%	6	14.0%	0	0.0%	43	3.04%
ND	1	25.0%	0	0.0%	0	0.0%	0	0.0%	3	75.0%	0	0.0%	4	0.28%
NE	0	0.0%	1	33.3%	0	0.0%	0	0.0%	2	66.7%	0	0.0%	3	0.21%
NH	0	0.0%	1	50.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%	2	0.14%
NJ	25	31.3%	23	28.8%	7	8.8%	6	7.5%	15	18.8%	4	5.0%	80	5.66%
NM	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	0.14%
NV	3	15.8%	10	52.6%	1	5.3%	0	0.0%	5	26.3%	0	0.0%	19	1.34%
NY	40	39.2%	36	35.3%	4	3.9%	2	2.0%	18	17.6%	2	2.0%	102	7.21%
OH	2	10.5%	12	63.2%	1	5.3%	2	10.5%	2	10.5%	0	0.0%	19	1.34%
OK	2	22.2%	5	55.6%	0	0.0%	0	0.0%	1	11.1%	1	11.1%	9	0.64%
OR	0	0.0%	9	90.0%	1	10.0%	0	0.0%	0	0.0%	0	0.0%	10	0.71%
PA	10	16.4%	33	54.1%	6	9.8%	5	8.2%	7	11.5%	0	0.0%	61	4.31%
PR	3	12.0%	13	52.0%	3	12.0%	3	12.0%	3	12.0%	0	0.0%	25	1.77%
PW	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.00%
RI	0	0.0%	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.14%
SC	0	0.0%	8	66.7%	1	8.3%	0	0.0%	3	25.0%	0	0.0%	12	0.85%

SD	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.07%
TN	3	12.5%	10	41.7%	3	12.5%	2	8.3%	5	20.8%	1	4.2%	24	1.70%		
TX	33	29.7%	62	55.9%	4	3.6%	4	3.6%	7	6.3%	1	0.9%	111	7.85%		
UT	2	66.7%	0	0.0%	0	0.0%	0	0.0%	1	33.3%	0	0.0%	3	0.21%		
VA	7	25.0%	14	50.0%	0	0.0%	0	0.0%	7	25.0%	0	0.0%	28	1.98%		
VI	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.07%		
VT	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.07%		
WA	7	21.2%	15	45.5%	0	0.0%	1	3.0%	10	30.3%	0	0.0%	33	2.33%		
WI	1	7.7%	8	61.5%	2	15.4%	1	7.7%	1	7.7%	0	0.0%	13	0.92%		
WV	0	0.0%	2	66.7%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	3	0.21%		
WY	0	0.0%	0	0.0%	0	0.0%	2	66.7%	1	33.3%	0	0.0%	3	0.21%		
ALL	386	27.3%	634	44.8%	65	4.6%	88	6.2%	218	15.4%	23	1.6%	1,414	100.00%		



SIL Phone Call Distribution
March 5-9, 2018

	Citizenship Calls	Citizenship Pct.	Fed. Fin. Aid Calls	Fed. Fin. Aid Pct.	St. Fin. Aid Calls	St. Fin. Aid Pct.	W/A Calls	W/A Pct.	Fed. Jobs Calls	Fed. Jobs Pct.	St. Jobs Calls	St. Jobs Pct.	Total Calls	Pct. of Total
AK														
AL	2	20.0%	4	40.0%					1	100.0%			1	0.14%
AR		0.0%	2	100.0%					3	30.0%	1	10.0%	10	1.42%
AS		0.0%		0.0%						0.0%		0.0%	2	0.28%
AZ	3	25.0%	4	33.3%					3	0.0%		0.0%	0	0.00%
CA	42	28.8%	50	34.2%	14		1	8.3%	22	25.0%	1	8.3%	12	1.70%
Foreign		0.0%		0.0%			13	8.9%	5	15.1%		3.4%	146	20.68%
CO	2	66.7%	1	33.3%				0.0%	1	100.0%		0.0%	1	0.14%
CT	1	8.3%	5	41.7%				0.0%		0.0%		0.0%	3	0.42%
DC		0.0%	3	50.0%			4	33.3%	2	16.7%		0.0%	12	1.70%
DE		0.0%		0.0%				0.0%	3	50.0%		0.0%	6	0.85%
FL	10	21.7%	18	39.1%	1		4	8.7%	1	100.0%		0.0%	1	0.14%
FM		0.0%	2	100.0%				0.0%	10	21.7%	3	6.5%	46	6.52%
GA	6	26.1%	10	43.5%	1		3	13.0%	3	13.0%		0.0%	23	3.26%
GU		0.0%		0.0%				0.0%		0.0%		0.0%	0	0.00%
HI		0.0%		0.0%				0.0%	2	100.0%		0.0%	2	0.28%
IA		0.0%	1	100.0%				0.0%		0.0%		0.0%	1	0.14%
ID		0.0%	4	80.0%				0.0%	1	20.0%		0.0%	5	0.71%
IL	5	27.8%	8	44.4%	1		3	16.7%	1	5.6%		0.0%	18	2.55%
IN	4	36.4%	4	36.4%			1	9.1%	1	9.1%	1	9.1%	11	1.56%
KS		0.0%	1	100.0%				0.0%		0.0%		0.0%	1	0.14%
KY	2	66.7%	1	33.3%				0.0%		0.0%		0.0%	3	0.42%
LA		0.0%	3	30.0%			5	50.0%	2	20.0%		0.0%	10	1.42%
MA	11	39.3%	9	32.1%				0.0%	8	28.6%		0.0%	28	3.97%
MD	3	15.8%	10	52.6%			2	10.5%	3	15.8%	1	5.3%	19	2.69%
ME	1	100.0%		0.0%				0.0%		0.0%		0.0%	1	0.14%
MH		0.0%		0.0%				0.0%		0.0%		0.0%	0	0.00%
MI	5	22.7%	10	45.5%			3	13.6%	4	18.2%		0.0%	22	3.12%
MN		0.0%	6	54.5%			1	9.1%	2	18.2%	2	18.2%	11	1.56%
MO		0.0%	5	71.4%			1	14.3%		0.0%		0.0%	7	0.99%
MP	1	0.0%		0.0%			1	100.0%		0.0%		0.0%	1	0.14%
MS		0.0%	6	54.5%			2	18.2%	3	27.3%		0.0%	1	1.56%
MT		0.0%	1	100.0%				0.0%		0.0%		0.0%	1	0.14%
NC	4	18.2%	10	45.5%			1	4.5%	6	27.3%	1	4.5%	22	3.12%
ND		0.0%		0.0%				0.0%		0.0%	2	100.0%	2	0.28%
NE	1	16.7%	3	50.0%			1	16.7%	1	16.7%		0.0%	6	0.85%
NH	1	25.0%	2	50.0%	1			0.0%		0.0%		0.0%	4	0.57%
NJ	3	21.4%	3	21.4%			3	21.4%	4	28.6%	1	7.1%	14	1.98%
NM		0.0%	2	28.6%	1		1	14.3%	3	42.9%		0.0%	7	0.99%
NV	1	12.5%	6	75.0%				0.0%		0.0%	1	12.5%	8	1.13%
NY	20	36.4%	24	43.6%	1		2	3.6%	7	12.7%	1	1.8%	55	7.79%
OH	2	15.4%	9	69.2%			1	7.7%	1	7.7%		0.0%	13	1.84%
OK	1	14.3%	5	71.4%			1	14.3%	2	25.0%		0.0%	7	0.99%
OR		0.0%	2	25.0%			4	50.0%		0.0%	1	3.0%	8	1.13%
PA	3	9.1%	19	57.6%	2		1	3.0%	7	21.2%		0.0%	33	4.67%
PR	1	14.3%	5	71.4%				0.0%	1	14.3%		0.0%	7	0.99%
PW		0.0%		0.0%				0.0%		0.0%		0.0%	0	0.00%
RI	1	33.3%	1	33.3%			1	33.3%		0.0%		0.0%	3	0.42%
SC	1	25.0%	3	75.0%				0.0%		0.0%		0.0%	4	0.57%

SIL Phone Call Distribution
September 10-14, 2018

	Citizenship Calls	Citizenship Pct.	Fed. Fin. Aid Calls	Fed. Fin. Aid Pct.	St. Fin. Aid Calls	St. Fin. Aid Pct.	WIA Calls	WIA Pct.	Fed. Jobs Calls	Fed. Jobs Pct.	St. Jobs Calls	St. Jobs Pct.	Total Calls	Pct. of Total
AK	1	25.0%	1	25.0%		0.0%		0.0%	2	50.0%		0.0%	4	0.43%
AL	2	33.3%	3	50.0%		0.0%		0.0%	1	16.7%		0.0%	6	0.64%
AR	2	28.6%	1	14.3%	2	28.6%	2	28.6%		0.0%		0.0%	7	0.75%
AS		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
AZ	4	23.5%	7	41.2%		0.0%	2	11.8%	4	23.5%		0.0%	17	1.82%
CA	38	22.6%	74	44.0%	7	4.2%	18	10.7%	26	15.5%	5	3.0%	168	17.97%
Foreign		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
CO	2	22.2%	2	22.2%		0.0%		0.0%	4	44.4%	1	11.1%	9	0.96%
CT	4	22.2%	7	38.9%	3	16.7%	1	5.6%	3	16.7%		0.0%	18	1.93%
DC	3	60.0%	2	40.0%		0.0%		0.0%		0.0%		0.0%	5	0.53%
DE	1	25.0%	1	25.0%		0.0%		0.0%	1	25.0%	1	25.0%	4	0.43%
FL	22	29.7%	28	37.8%	4	5.4%	3	4.1%	15	20.3%	2	2.7%	74	7.91%
FM	1	100.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.11%
GA	5	19.2%	14	53.8%		0.0%		0.0%	6	23.1%	1	3.8%	26	2.78%
GU		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.11%
HI		0.0%	1	50.0%		0.0%		0.0%	1	50.0%		0.0%	2	0.21%
IA		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
ID		0.0%	6	100.0%		0.0%		0.0%		0.0%		0.0%	6	0.64%
IL	3	13.6%	9	40.9%	4	18.2%	2	9.1%	3	13.6%	1	4.5%	22	2.35%
IN		0.0%	4	57.1%		0.0%	1	14.3%	1	14.3%	1	14.3%	7	0.75%
KS	1	33.3%	2	66.7%		0.0%		0.0%		0.0%		0.0%	3	0.32%
KY	1	14.3%	5	71.4%		0.0%		0.0%		0.0%	1	14.3%	7	0.75%
LA		0.0%	6	54.5%	2	18.2%	2	8.2%	1	9.1%		0.0%	11	1.18%
MA	10	38.5%	13	50.0%		0.0%	1	3.8%	2	7.7%	2	5.6%	26	2.78%
MD	3	8.3%	16	44.4%		0.0%	3	8.3%	12	33.3%	2	5.6%	36	3.85%
ME		0.0%	2	66.7%		0.0%		0.0%		0.0%	1	33.3%	3	0.32%
MH		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.11%
MI	1	6.3%	13	81.3%	2	12.5%		0.0%		0.0%		0.0%	16	1.71%
MN	1	9.1%	7	63.6%		0.0%	2	18.2%	1	9.1%		0.0%	11	1.18%
MO	1	12.5%	5	62.5%	1	12.5%		0.0%	1	12.5%		0.0%	8	0.86%
MP		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
MS		0.0%		0.0%		0.0%	1	100.0%		0.0%		0.0%	1	0.11%
MT	1	100.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.11%
NC	5	20.8%	11	45.8%		0.0%	2	8.3%	5	20.8%	1	4.2%	24	2.57%
ND		0.0%		0.0%		0.0%		0.0%	1	100.0%		0.0%	1	0.11%
NE	3	100.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.32%
NH		0.0%		0.0%		0.0%	1	100.0%		0.0%		0.0%	1	0.11%
NJ	9	19.6%	24	52.2%		0.0%	3	6.5%	9	19.6%	1	2.2%	46	4.92%
NM		0.0%	2	100.0%		0.0%		0.0%		0.0%		0.0%	2	0.21%
NV	1	14.3%	2	28.6%		0.0%	3	42.9%	1	14.3%		0.0%	7	0.75%
NY	18	17.6%	51	50.0%	4	3.9%		0.0%	27	26.5%	2	2.0%	102	10.91%
OH	2	15.4%	7	53.8%		0.0%	2	15.4%	1	7.7%	1	7.7%	13	1.39%
OK	1	12.5%	4	50.0%		0.0%	1	12.5%	1	12.5%	1	12.5%	8	0.86%
OR		0.0%	5	62.5%		0.0%	1	12.5%	1	12.5%	1	12.5%	8	0.86%
PA	5	10.2%	28	57.1%		0.0%	8	16.3%	7	14.3%	1	2.0%	49	5.24%
PR		0.0%	7	100.0%		0.0%		0.0%		0.0%		0.0%	7	0.75%
PW		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
RI		0.0%	3	42.9%		0.0%	1	14.3%	3	42.9%		0.0%	7	0.75%
SC		0.0%	4	66.7%		0.0%	2	33.3%		0.0%		0.0%	6	0.64%

SD			0.0%	2	40.0%	1	20.0%		0.0%	1	20.0%	1	20.0%	5	0.53%
TN	1		8.3%	5	41.7%	1	8.3%		0.0%	3	25.0%	2	16.7%	12	1.28%
TX	16		19.8%	34	42.0%	3	3.7%	9	11.1%	16	19.8%	3	0.0%	81	8.66%
UT	1		16.7%	4	66.7%	1	16.7%		0.0%		0.0%		0.0%	6	0.64%
VA	7		35.0%	6	30.0%		0.0%		0.0%	5	25.0%	2	10.0%	20	2.14%
VI			0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
VT			0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
WA	2		14.3%	6	42.9%	1	7.1%	1	7.1%	4	28.6%		0.0%	14	1.50%
WI			0.0%	10	90.9%		0.0%		0.0%	1	9.1%		0.0%	11	1.18%
WV			0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	0	0.00%
WY			0.0%	1	100.0%		0.0%		0.0%		0.0%		0.0%	1	0.11%
ALL	178		19.0%	445	47.6%	36	3.9%	72	7.7%	172	18.4%	32	3.4%	935	100.00%

SIL CALL DISTRIBUTION 9-10-18 thru 9-14-18

